# Consult, Appointing, and Management (CAMO) Update



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#### Overview

- Mission
- Current Status
- Transition Status
- Goals



#### CAMO Mission

- Serve the SAMM's primary source of consults, appointments, and referrals
- Recapture Prime leakage through optimization of the SAMM direct care system
- Serve as a common interface with Humana for both deferrals to the network and First Right of Refusal

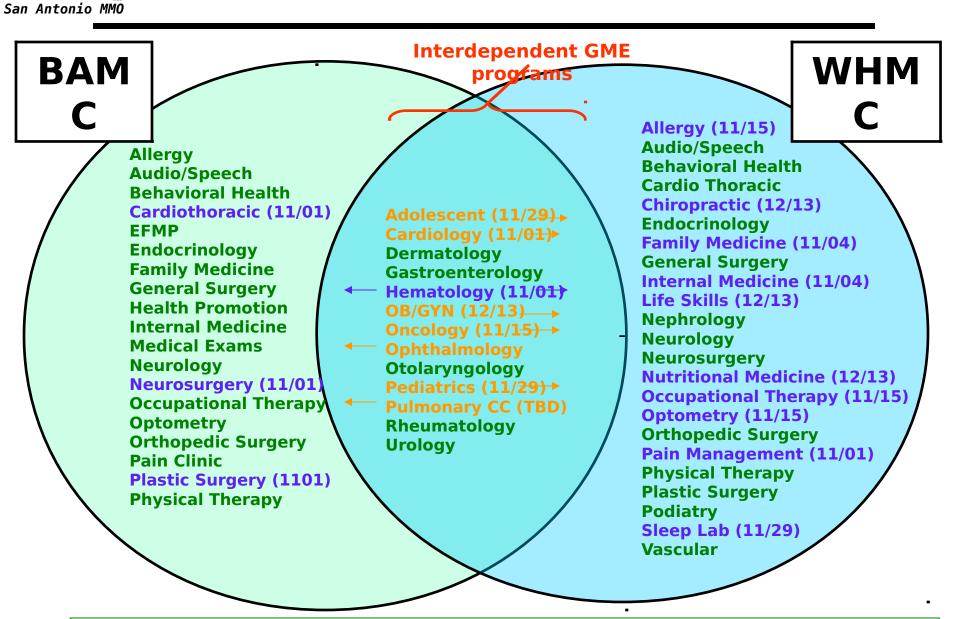


## CAMO Current Status

- Established operations 4 Oct 04
  - BAMC Specialty and Primary Care Clinics
  - WHMC Specialty Clinics only
    - WHMC Primary Care Clinics in Nov 04
- Blended WH and BAMC appointing staff
- Specialty Care
  - 13 BAMC clerks
  - 13 WHMC clerks
    - Gaining 6 from WHMC and 1 from RAFB in Nov 04
- Primary Care
  - 5 BAMC clerks
  - 9 WHMC clerks
- Point-of-Contact at each MTF



#### **AMO Service Line Transition Status**



**CAMO Booking CAMO Not Booking (Transition Date) Pending Indicated Facility** 



### CAMO Goals

- Seamless First Right of Refusal referral management
- WHMC Primary Care appointing Nov 04
- Remaining Specialty Care appointing Jan 05
- Completion of permanent location at BAMC May 05

